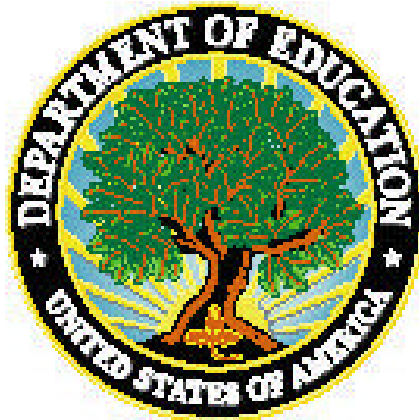


SFA Modernization Partner Project LEGACY CONTRACT TRANSITION PLAN

Central Processing System (CPS)



Part 2 Product and Services Release Plan Initiatives Effecting CPS

Andersen Consulting, as the Modernization Partner, has identified 23 initiatives that they recommend SFA execute over the next 2-3 years. Of these 23 initiatives the following have been identified as those effecting CPS.

Enhanced Aid Awareness

Description:

Enhance all programs designed to inform the public of the availability of student financial assistance and educate them on the various aid options and the processes of applying for aid.

Benefits/Outcome :

- Educate buyers about their options
- Ensure aid information is clear and meaningful to customers.
- Increase awareness to a broader customer group.
- Provide information via multiple distribution channels.
- Improved Public Relations
- Better access to various aid packages available through SFA
- Improved customer satisfaction for borrowers and schools
- Improved employee satisfaction
- Possibility of increased volume resulting from enhanced awareness

Business Objectives:

To provide the public with a more thorough understanding of the various aid packages available through ED. This may be achieved in part through providing access to other financial partners, partnering with organizations used to disseminate aid information, sponsoring workshops, enhancing web presence and other creative options for meeting the objective of promoting aid awareness.

Timetable:

Requirements Analysis and Design is planned for February 2000 through April 2000. Management Decision Required to Continue is schedule for April 30, 2000. Development and Implementation of the system is scheduled for May 2000 through September 2000.

Effects on CPS:

Modifications to the CPS may be necessary if this initiative is implemented.

Enhanced Aid Awareness - Enhanced Outreach Services for Under-Served Market Segments

Description:

Improve the external communications to partners and borrowers to disseminate information on changes to existing programs, technology, etc. for the under-served customer markets. Includes initiating projects with partners to research, develop and promote best business practices, new products and improved customer service.

Benefits/Outcome:

- Improved awareness of available financial aid
- Additional volume resulting from increased awareness
- Expand current initiatives for new schools, including education & training, draw-down of funds and on-site technical assistance.

Business Objectives:

To enhance outreach services with ED's contractors and partners through improved dissemination of information, legislative guidelines and business requirements. Includes training of partners to more clearly encompass the needs and goals of SFA. Initiating projects with partners to research, develop and promote best business practices, new products and improved customer service.

Timetable:

Requirements Analysis and Design is planned for July 2000 through December 2000. Management Decision Required to Continue is schedule for December 31, 2000. Development and Implementation of the system is scheduled for January 2001 through March 2002.

Effects on CPS:

Modifications to the CPS may be necessary if this initiative is implemented.

Enhanced Aid Awareness – Student Portal

Description:

Design and implement capabilities, for all customers, to enable easier and more efficient data transfer through internet and/or other online interfaces.

Benefits/Outcome:

- Increased Customer Service

Source Selection Information – See FAR 3.104

- Enhanced image of SFA through increased web presence
- Possible candidate for phased implementation allowing incremental realization of benefits
- Increased electronic volume

Business Objectives:

To standardize and increase SFA's presence on the web while facilitating enhanced electronic interfaces with all customers and partners. To increase SFA's electronic products/service offerings for all customers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through July 2000. Management Decision Required to Continue is schedule for July 31, 2000. Development and Implementation of the system is scheduled for August 2000 through May 2001.

Effects on CPS:

The Web Portals for Customers project will provide the web-enabled, customized view of FSA customer functions. This project will provide SFA's customers with a capability to create their own personal view into the information contained and supported by SFA, such a loan consolidation, school payments and loan origination. Data contained in CPS is one of the sources of information that will be presented via the Internet Portal.

Enhanced Aid Application - Enhanced FAFSA/Application and Enhanced EDEExpress

Description:

Improve the electronic FAFSA and FAFSA Renewal Application over the Web through various modifications, including:

- Creation of an electronic Spanish language FAFSA/Renewal Application
- Other value creating enhancements to the electronic FAFSA/Renewal Application
- Expanded use of PIN/Digital Signatures with Web applications
- Researching acceptance of data input through alternative means (e.g., tax preparer software)
- Enhanced EDEExpress

Benefits/Outcome:

- Enhanced quality of application data
- Simplified loan application process
- Increased volume

- Enhanced borrower/customer service

Business Objectives:

To improve customer satisfaction by providing a way to eliminate much of the work to fill out a FAFSA for all students. Would allow the completion of the Direct Loan application with the information on Tax Preparation Software. Would also allow the Spanish speaking student population to complete the FAFSA in their native language.

Timetable:

Requirements Analysis and Design is planned for April 2000 through June 2000. Management Decision Required to Continue is schedule for June 30, 2000. Development and Implementation of the system is scheduled for July 2000 through December 2001.

Effects on CPS:

Since CPS processes FAFSA's and EDExpress, heavy modifications to the CPS may be required if this initiative is implemented.

Enhanced Aid Application - Single Identifier (PIN)

Description:

Design a uniform single identifying data element for each customer entity for each customer entity in SFA's system including students, schools and financial partners. Includes the use of PIN logic as a form of identification.

Benefits/Outcome :

- Enhanced customer service
- Enhanced reporting across all programs
- Provides a single point of interface for receiving student aid data and payment history for Federal loans

Business Objectives:

To develop a uniform means of identifying borrowers, schools and lenders across the various portfolios and systems sponsored by the Department of Education.

Timetable:

Requirements Analysis and Design is planned for May 2000 through August 2000. Management Decision Required to Continue is schedule for August 31, 2000. Development and Implementation of the system is scheduled for September 2000 through March 2002.

Effects on CPS:

The Single Identifier for Each Entity initiative will effect Enterprise Architecture for Integration and Data Warehousing. Since CPS is accessible via the web by the customer of SFA, it will surely be effected by this initiative.

Cross Channel Enabling Technology/Infrastructure - Advanced Call Center Relationship Management

Description:

This initiative is designed to improve customer satisfaction by proactively seeking customers' input, and "reaching out" to train and assist them with all SFA-related concerns. This initiative includes the consolidation of multiple call center capabilities to provide "one-call-does-it-all" functionality for customers.

Benefits/Outcome:

- Single (800) number access
- Enhanced Customer Service
- Possibility of reduced costs associated with economies of scale
- Additional volume resulting from increased efficiency

Business Objectives:

To provide a single Customer Service point of contact for all SFA customers/borrowers.

Timetable:

Requirements Analysis and Design is planned for February 2000 through May 2000. Management Decision Required to Continue is schedule for May 31, 2000. Development and Implementation of the system is scheduled for June 2000 through June 2001.

Effects on CPS:

Since CPS operates 2 Customer Service Call Centers:

1. Student Call Center – Offers technical assistance with "FAFSA on the Web" and FAFSA Express,
2. School Call Center – Offers technical assistance in operating ISIR data, EDExpress, etc.;

it will be effected by the implementation of this initiative.